

MEMORANDUM

12/21/2010

TO: David Dise, Director, Department of General Services
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: Internal Survey

The following items were identified for follow-up during the 12/21/2010 CountyStat meeting:

Hold CountyStat session on the Department of General Services' procurement operations in order to identify opportunities to improve performance and efficiency

Responsible parties: CountyStat, DGS
Other parties involved none
Deadline: 1/31/2011

Create a mechanism for soliciting additional feedback from MLS employees on their reflections of departmental internal customer service

Responsible parties: CountyStat
Other parties involved none
Deadline: 1/31/2011

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer